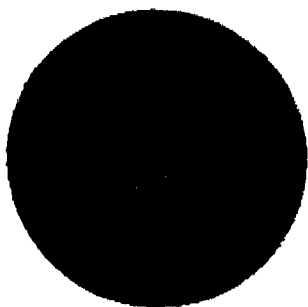


182113



PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA  
**CLEC QUARTERLY SERVICE QUALITY REPORT**

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME Alternative Phone, Inc

1999-467c

QUARTER / YEAR 3rd / 2006Reporting Month → Jul Aug SepNumber of South Carolina Customer Access Lines Provided:via Resale → 55 56 56via UNE-P → 13 12 10via Other Methods →                           Total South Carolina Line Count → 68 68 66Trouble Reports / Access Line (%) → 0% 0.04% 0.01%  
(Objective: < 7%)Customer Out of Service Clearing Times (%) → 100% 50% 100%  
(Objective: > 85% w/in 24 hrs)New Installs Completed w/in 5 Days (%) → 100% 100% 100%  
(Objective: > 85% w/in 5 working days)Commitments Fulfilled (%) → 100% 100% 100%  
(Objective: > 85%)

Explanation for Objectives Not Met: 1 ticket in August was called in on a Saturday and was not worked by the BellSouth tech until Monday.

Does your company use its own switching facilities  
to provide services within South Carolina? → YES ☐ or NO ☒

Person Making Report / Contact Information: Robert Hipke 352-622-3951 x112  
roberth@alternativephone.com

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PSC SC  
MAIL / DMS

## Line Count

Month	Line Cnt	UNEP
7/1/2006	55	N
7/1/2006	13	Y
8/1/2006	56	N
8/1/2006	12	Y
9/1/2006	56	N
9/1/2006	10	Y

## Trouble Count

Month	Trbl Cnt
7/1/2006	1
8/1/2006	3
9/1/2006	0

## Trouble &gt; 1 Day

Month	Acct No	Main Tel	Open Date	Close Date
7/1/2006	156270	8644272693	7/26/2006	7/27/2006
8/1/2006	156338	8032784658	8/18/2006	8/20/2006
8/1/2006	156270	8644272693	8/28/2006	8/30/2006

Month	Total Order #	Orders > 7 Days	% Orders > 7 Days
7/1/2006	7	0	\$0.00
8/1/2006	7	0	\$0.00
9/1/2006	1	0	\$0.00